

Teale DBMS Service Offering Functional Responsibilities	ADABAS – OS 390	DB2 – OS 390	Oracle – UNIX & Windows	SQL Server - Windows	Tamino XML – Windows
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Software Acquisition					
Provide contract and licensing administration for DBMS software	T	T	T	T	T
Submit service request for DBMS	C	C	C	C	C
Software Administration					
Liaison between customer and vendor for technical DBMS issues	T	T	T	T	T
Maintain DBMS software/configurations	T	T	T	T	T
Keep statistics current by running necessary utilities	S	C	C	S	S
Install fixes/patches	T	T	T	T	T
Perform DBMS version migrations and upgrades	T	T	T	T	T
Maintain and support Teale-provided tools on attached clients	T	T	NA	NA	T
Maintain database administration tools	T	T	C	T	T
Maintain application development tools on Teale platforms	S	S	C	C	S
Maintain application development tools running on attached clients	C	C	C	C	C
Test new maintenance and software releases at user and application levels	C	C	C	C	C

Last revised: 04/03/03

C – Customer
NA - Not Applicable
S – Shared
T – Teale

* Additional cost may be incurred beyond standard Teale rate. Please refer to data sheet

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Database Administration					
Monitor and fine tune DBMS software	T	T	T	T	T
Conduct system-level administration	T	T	T	T	T
Define database availability requirements	C	C	C	C	C
Establish database change management procedures	S	C	C	C	C
Construct customer databases	T	S	C	C	T
Create and maintain database objects	C	C	C	C	C
Maintain database dictionaries	C	C	C	C	C
Document physical database implementation	C	C	C	C	C
Load data into the database	S	C	C	S	S
Provide customer with access rights to define new database users	T	T	T	T	T
Define new database users	T	C	S	S	S
Perform capacity planning	S	S	S	S	S
Delete obsolete backup and log files	T	C	C	T	T
Conduct DBMS problem identification and resolution	T	T	T	T*	T
Perform application design, development, testing, migration and maintenance	C	C	C	C	C
Perform file level maintenance at the test and development levels	C	C	C	C	C

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Database Administration (continued.)					
Perform file level maintenance of production data	S	C	C	C	S
Provide support for DBMS residing outside of the Data Center	C	NA	C	S*	S
Security					
Provide security Infrastructure	T	T	T	T	T
Define and administer database security requirements	C	C	C	C	C
Back-up and Recovery Services					
Provide database backup/recovery services	T	T	T	T	T
Provide off-site tape storage services	T	T	T	T	T
Provide optional operational recovery services*	T	T	T	T	T

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